

➤ Read aloud the vocabulary words. Then, read aloud and complete the sentences.

単語を音読しましょう。その後、1~5の文の空欄に入るもっとも適当な単語を選んで文章を読みましょう。

単語

escalate (v.)

parcel (n.)

refund (n.)

investigate (v.)

courier (n.)

1. I received an email from the _____ that our orders will be delivered by Monday.
2. We should _____ calls from irate callers to the manager.
3. How can I get a _____? I really need my money back.
4. We will continue to _____ the problem. We'll contact you if we find anything useful.
5. My _____ was not delivered on time. It should be here by now.

➤ Read the whole dialogue with your tutor.
Make sure to fill in the blanks using the words in Activity 1.

講師と会話文を読みましょう。空欄にはActivity 1.で習った単語を入れましょう。

TUTOR Thank you for calling Express Limited. I'm Sara. How may I help you today?

STUDENT I already received the (1) _____ from you guys, but it's broken.
How can I possibly use this? I demand a (2) _____!

TUTOR I apologize for the inconvenience.
May I have your complete name so I can properly assist you?

STUDENT Dorothy Campbell. Kindly (3) _____. I badly need the item this weekend.

TUTOR Thank you for the information. Please stay on the line for a minute or two.
I'll look into it.

STUDENT I'm trying to keep calm. Make it quick before I (4) _____ this to your manager!

(After a minute...)

TUTOR Thank you for waiting.
Upon checking, we safely transferred products on that date to our warehouse.

STUDENT Aren't you taking responsibility for this and passing blame to the (5) _____?

TUTOR No, Ma'am. Instead of a refund, we can just replace your item.
I guarantee that you'll receive it by Friday.
Placing another order on our website will take you longer so this is the best option right now.

STUDENT Alright, alright. You left me with no choice. What else can I do?

▶ Listen to your tutor as he/she reads a passage twice. Then, answer your tutor's question.
講師が文章を2回読むので聞きましょう。その後、質問に答えましょう。

下の質問は、講師が読みあげる英文の内容に関する質問です。
よく聞いて、質問の答えを考えてください。

Question:
According to the passage,
how should we deal with dissatisfied customers?

➤ Read the following text aloud. Then, answer your tutor's question.

下の文章を読んでみましょう。その後、講師の質問に答えましょう。

You received a complaint from a client that his shipment has not arrived yet. It has been more than a week and there is no update on the status of his purchase. He wants to talk directly to the manager as he felt like the coordinators are not doing their job because no notification has been sent to him.